

## **BOOKING TERMS AND CONDITIONS**

By booking with us, you are agreeing to be bound by the following booking terms and conditions:

### **ARRIVAL and DEPARTURE**

1. Your cottage will be available from 4:00pm on the day of arrival (unless agreed with us in advance).
2. Your cottage should be vacated by 10.00am on the day of departure unless agreed with us in advance. Otherwise a late departure fee will be payable which will be calculated as the pro-rata daily rate from the advertised rental cost before discounts (minimum one day).
3. Accommodation in your cottage is restricted to the persons named on the booking form. The number of persons accommodated in your cottage must not exceed the number advertised on our website at the time of your holiday. In the event the maximum number is exceeded we reserve the right to terminate your booking without notice and without refund and a proportional surcharge for the full duration of the booking will be payable (calculated pro-rata from the advertised rental cost before any discounts).
4. If you have paid for an upgrade to a larger cottage and received a low-occupancy discount, this will be revoked and charged to your card if you use more beds than the number of people you booked for.
5. Bed linen and towels will be provided for the number of guests booked. If you require a change of bed linen and/or towels during your holiday then please ask and this can be provided for a charge of £5 for towels per person and £5 for bed linen per person. Bookings of more than one week will include a change of bed linen and towels each additional week booked.
6. Any extras (including logs) not paid for in full before your departure will be subject to a £10 surcharge.
7. You are responsible for leaving the cottage in a clean and tidy condition. Our cottages are cleaned at the end of each stay, if you require an interim cleaning service during your holiday this can be provided for a charge of £40. We reserve the right to charge an excess cleaning fee (subject to a minimum of £50) if your cottage is not left in a reasonable state of tidiness and cleanliness.
8. You are responsible for the repair and/or replacement costs of any damage or breakage. Please notify us of breakages to ensure the cottage is fully equipped for future guests. Please check the inventory on arrival and report any discrepancies.
9. Smoking is not permitted in any of our cottages or other buildings. We reserve the right to charge an excess cleaning and defumigation fee (subject to a minimum of £100) if you or any members of your party smoke in your cottage or any other buildings.

### **SWIMMING POOL and LEISURE FACILITIES**

10. The leisure facilities including the swimming pool, games room and other facilities are for use by persons residing in the cottages and named on the booking form only and are not intended for use by visiting guests. In exceptional circumstances we may permit use of the leisure facilities by visiting guests at our sole discretion for which there is a charge payable in advance of £10 per person per day. If not agreed in advance then the charge payable is £20 per person per day.
11. You are responsible for ensuring the swimming pool rules are observed at all times for the safety of all members of your party and all other guests. These rules are for your safety and security. Any breach of the swimming pool rules may result in access to the pool being denied for the duration of your holiday.

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12. Payment of a non-refundable deposit of 30% of the value of the booking will secure your reservation. All reservations are subject to written confirmation following payment of the deposit.
13. The balance of the total rental cost must be paid in full at least 8 weeks before the holiday is due to commence. The full holiday price is payable at the time of booking where the holiday starts within 8 weeks of date of booking. Failure to send the required amount by the date due may, at our discretion, be regarded as cancellation of the holiday by you and the deposit will not be refunded.
14. Cancellation charges: More than 56 days before your holiday is due to commence the cancellation fee is 30% of the full advertised rental cost (before any discounts applied to your booking). Less than 56 days before your holiday is due to commence the cancellation fee is 100% of the full advertised rental cost (before any discounts applied to your booking). If you cancel your holiday more than 56 days before it was due to start then you will still be liable for the full advertised rental cost (before any discounts applied to your booking) if the unit is not re-let at the full advertised rental cost.
15. A request for a change of date or change of cottage will be subject to the cancellation terms and charges.
16. **We strongly recommend that you take out holiday cancellation insurance to cover yourself in the unfortunate event that you need to cancel your holiday. All payments to Bamham Farm Cottages Ltd are non-refundable.**
17. If for any reason beyond our control (e.g. fire damage) the property is not available for you on the date booked, all rent and charges paid in advance by you will be refunded in full but you shall have no further claim against Bamham Farm Cottages Ltd.
18. Reservations may not be accepted for all male or female parties at our absolute discretion.
19. All bookings are required to provide valid credit or debit card details for security before the holiday commences as detailed on the booking form. Alternatively a refundable security deposit of 50% of the full advertised holiday rental cost (subject to a minimum of £500) can be paid in cleared funds before the holiday commences. Security deposits will be returned within 14 days of the end of your holiday.
20. We reserve the right to charge an additional cleaning and damage deposit payable before we accept any booking at our discretion.
21. We reserve the right to upgrade any booking, without extra charge to the guest, to a more expensive and/or larger cottage at our discretion.
22. Cheque payments will incur a charge of £10 per cheque to cover higher costs imposed by banks for cheque processing.

### **DOGS**

23. One dog per cottage is accepted by prior arrangement only (via our pet booking form). Additional dogs will be subject to a charge of £25 per dog per week (or part week). Dogs arriving without prior notification will be charged at £50 per dog per week (or part week).

### **DISCLAIMER**

24. Whilst every endeavour is made to ensure that the particulars of our brochure, literature and website are correct, we cannot be held liable in respect of changes or alterations made.
25. We cannot accept any liability for any loss or damage to any property brought onto the premises or for any loss or damage caused to any vehicle on the premises.
26. We reserve the right to decline accommodation and to demand the immediate withdrawal of any persons not complying with these conditions, or believed to be not complying with these conditions, or for any conduct detrimental to the property or amenities, or for any conduct affecting the safety or comfort of any other guests.
27. We cannot be held responsible for any breakdown of amenities or equipment. We will make every effort to rectify any faults or make repairs as soon as possible.
28. We aim to maintain the highest standards at Bamham Farm Cottages. In the event that any problems do occur you should contact us immediately. Complaints should be made within 24 hours of the incident giving rise to the complaint and must be notified to us in writing before your departure. If this procedure is not followed we will not consider any claim under any circumstances. But we hope you will never have cause to complain.
29. Your feedback is important to us. If you have any compliments, complaints or concerns about your accommodation, then please contact us and we will attempt to resolve any issues. Whilst we appreciate that many guests like to provide feedback via online review websites, please be aware that defamatory, misleading, inaccurate or untrue comments can prove very harmful to small businesses like ourselves. We reserve the right to legally pursue any guest found posting any such comments or reviews which adversely affect our business.

### **PRIVACY POLICY**

30. We take your privacy very seriously and your contact details will never be passed to any third parties. We comply fully with the Data Protection Act. If you have opted in to our mailing list and no longer wish to receive future correspondence from Bamham Farm Cottages you may unsubscribe at any time and we will not send you any future mailings or special offers.